

Memphis Police Department  
Responses to Vendor Questions - LEEVD RFP

Item	Question	Response
1	Can the city please identify how many shifts are operated on a 24-hour schedule? For example: 3x10hour shifts, 2x12hour shifts, etc.	MPD Patrol runs four shifts. Alpha 11:30P-7:30A, Bravo 7:00A-3:00P, Charlie 2:00P-10:00P, Delta 5:00P-1:00A
2	During an "average" day, how many officers with cameras would be out on each individual shift?	On an average shift of an average day, MPD anticipates 270 officers will be in service.
3	Can the city describe what the bandwidth and speed availability is between the download locations and main location they would like to store data?	The City sits on a 1 Gbps fiber backbone.
4	The locations listed in Table 1 of the RFP; can the city confirm these are all the locations the city will be downloading? Division 1 Airways Station Mt. Moriah Station Raines Station Ridgeway Station Division 2 Appling Farms Station Crump Station Old Allen Station South Main Station Tillman Station	Please refer to Table 1 and Attachment F of the RFP for the complete list of locations. To the list included with the question, add Traffic/DUI at 1925 Union Street.
5	In Attachment A Functional Requirements, line item 95, 128 and 129 the city refers to "X/Y coordinates". Can the city please clarify this statement?	Refers to the GPS reference point, most commonly latitude and longitude.
6	In Attachment A, Functional Requirements, item 112, it states: "The system will integrate with custom maps." Can the city elaborate on what type of integration with custom maps?	The interface will include any importable or exportable geographic data generated by the proposed system to be provided in native ESRI format.
7	In Attachment A, Functional Requirements, line item 140 and 141 "An authorized user is capable of inhibiting the manual starting/stopping of the BWC video recording". Can the city clarify what it means by inhibiting? Is it the city's intention to have full time recording, by inhibiting the starting and stopping of recording, it would be in full time record.	The City is inquiring into the functionality of the device not expressing an intention to operate the device with starting or stopping inhibited.
8	In Attachment A, Functional Requirements, line item 52, Metadata may be appended to the video. Can the city clarify what kind of metadata?	Category, Location, Incident ID, Report Number, Time Stamp, and UserName.
9	In Attachment A, Functional Requirements, line item 64, the vendor is capable of partnering with other vendors, if necessary, to provide the services needed for the City of Memphis. Can the city clarify/ elaborate further on this statement?	The City is inquiring into the responding Vendor's ability to collaborate with other vendors and/or system to provide a single solution to the City of Memphis per the stated goals of the RFP.
10	In Attachment A, Functional Requirements, line item 158, The microphone is able to synchronize with the system. Can the city clarify/ elaborate further on this statement?	The City requests that the audio be recorded and synced within the backoffice software.
11	Section 18.12 of the RFP, Section Performance Bond – Can the city define the disposition of the performance bond. When does the Performance Bond end, at acceptance? Since this is a phased purchase, will the city consider reducing the performance bond as additional products are phased in?	The disposition of the Performance Bond will occur annually based on the remaining value of the total contract, assuming satisfactory delivery of goods and services. For example, a \$6 million total contract consisting of \$2 million in Equipment (to be delivered in Year 1) and \$1 million in Annual Maintenance costs for Year 2 through Year 5 would see a Performance Bond reduction of \$2 million at the end of Year 1 and reductions of \$1 million annually at the end of Years 2 - 5.

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12	We understand the city expects the project to be performed in a Phased Rollout manner, a precinct at a time. Memphis has also expressed the desire to acquire Body Worn cameras initially and phase in the acquisition of the In Car Video systems. This has the potential to affect the rollout of the back office infrastructure. Does the city anticipate rolling out the entire back office infrastructure/wireless network in the first Phase?	The Back Office Infrastructure and wireless network should be implemented first.
13	In Section 6.1.4.1., of the RFP, "MPD utilizes the TriTech Inform RMS, Version 4.5. There is no current interface between the MPCC CAD and the TriTech Inform RMS. The initiative to upgrade the Intergraph CAD includes an interface to the TriTech RMS". Can the city please clarify/elaborate, on this upgrade?	The initiative to upgrade Intergraph CAD and the interface between CAD and the TriTech RMS is outside the scope of this project.
14	In Section 6.1.5.1 of the RFP, MPD uses smartphone technology over approximately 1,500 Android-based devices. The PDAs perform Field Based Reporting (FBR) using Watson Field Reporting Suite, which is implemented and supported by Data Driven, LLC. The client application is written in .net and installed in a thin client configuration. The data is uploaded to a Web server, which imports the data to TriTech Inform RMS. PDA devices also have access to the MPD KIOSK website and the Shelby County, Tennessee, Wireless Apprehension & Search Program (WASP). There is currently no interface from CAD to the PDAs. The on-going initiative to upgrade the Intergraph CAD includes an interface to the PDAs. Can the city clarify/elaborate if the Intergraph to PDA interface is part of the RFP?	The initiative to upgrade Intergraph CAD and the interface between CAD and the PDAs is outside the scope of this project.
15	In Section 6.3.7. of the RFP - Ease of Maintenance Backend Solution - The Vendors shall provide a turnkey solution, with minimal downtime required for system software updates and meet a minimum of 99 percent uptime for the backend software. The solution shall have minimal impact on MPD staff. Can the city please clarify/elaborate on "uptime measured across what period of time"?	Less than two hours a week of downtime.
16	In Section 6.3.11.3 of the RFP, can the city provide the Vendors with a link or reference to the Tennessee state redaction requirements?	Refer to the Tennessee Open Records Act link: <a href="https://www.comptroller.tn.gov/openrecords/pdf/Open%20Records%20draft501.pdf">https://www.comptroller.tn.gov/openrecords/pdf/Open%20Records%20draft501.pdf</a>
17	In Section 7.2.4. of the RFP Automated Vehicle Location (AVL) Proposals including an AVL solution must include all software, interfaces, hardware, data services and installation. a. Can the city clarify/elaborate, on the data services requirements? b. If an Application Programming Interface (API) and data is provided to support the AVL integration with Intergraph CAD, will Intergraph fulfill the integration or are the integration/custom software costs of this integration to be bid? c. In addition, will the Vendor be responsible for the data connection back to HQ?	A. Minimum 4G LTE  B. A separate effort to develop interfaces is ongoing with CAD. The Vendor should propose the delivery of the data to the Intergraph server. The Intergraph costs to accept and process the GPS data are outside of the scope of the RFP.  C. Yes
18	The city utilizes Android Phones; does the city currently utilize them to provide data services – 3G/4G hotspots?	The PDAs are not used as a hotspot or tethered device.
19	In Section 9.1.8 of the RFP, Demonstrations, Finalists will be expected to follow the script provided. After the finalists have been chosen, does the city have a timeframe on when the script will be released?	If demonstrations are requested, the City will provide scripts or other demonstration information at least 5 working days in advance.
20	Can the city confirm if 802.1 for CJIS security a mandatory or desired feature for MDT/MDC access across the cellular network in the vehicle?	A police vehicle is a "secure location" per CJIS. However, if a device is not attached to the interior of the vehicle, then it becomes a mobile device, which then needs full-disk encryption and at least two-factor authentication.

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21	Does the city desire a VPN that is vehicle based, and capable of switching between multiple cellular links with less than 2 seconds switch time?	The City will evaluate any information and/or recommendation that contributes to an overall solution.
22	If Vendors are to provide external antennas for the Wi-Fi and Cellular capabilities, will the city accept GPS to be included in one of those antennas?	The City will evaluate any information and/or recommendation that contributes to an overall solution.
23	Does the city desire a GPS solution that stays "on" when the MDT/MDC is turned "off"?	Yes, the AVL always on solution is preferred.
24	Does the city desire a solution that provides cellular/Wi-Fi upload capability on Link 1 (as an example), while having a second link in the vehicle for CAD/RMS access which is different than the link for video upload?	The City will evaluate any information and/or recommendation that contributes to an overall solution.
25	In Section 6.3.8.3 of the RFP, can the city clarify/elaborate on its intended purpose of a watermark? Is a backend log sufficient for the city's needs (i.e. chain of custody)?	Watermarking with a personal identifier is preferred because of the ease of identifying who is viewing and/or downloading video.
26	In Section 6.3.8.4 of the RFP, Is the dual factor requirement only for remote users? Could the city's VPN connection satisfy this requirement?	See CJIS Security Policy Section 5.6.2.2.1
27	In Section 6.3.10.1 of the RFP, can the backup be used for just recovery purposes or is this for a continuity/failover solution?	Both
28	In Section 7.2.2.6 of the RFP, Is removable media (SD card) storage acceptable for the Body Worn camera if it is not field replaceable (integrated with device disassembly required to be removed)?	Yes
29	In Section 7.2.7.1 of the RFP, what are the details of the MPD GIS system and can the city elaborate on what is required of this integration?	The MPD team is currently using ArcGIS version 10.3. RFP Section 7.2.7.1 describes the intention of the MPD.
30	Can the city provide the vendor with copies of their software to support development/integration testing, if required?	Not at this time. If requested by the successful bidder, that will be considered by the City based on the nature of the request and licensing.
31	Can the city provide a list of vehicles in their fleet that the Vendor will be outfitting?	The list will be provided to the successful bidder.
32	In Section 9.1.7 of the RFP, does the city intend to have the ability for integration of audio/video of four officers per vehicle or can the Wear Testing requirement be restated to outfit 5 vehicles (ICV) and 20 total officers (Body Worn Cameras)?	Each Vendor invited for wear testing will be assigned a Precinct. The 5 vehicles and 20 officers will be assigned to that Precinct. Within the Precinct, the Officers and Vehicles selected to participate in the wear testing will be assigned depending on the proposed solution.
33	In Section 9.6.2.4 item 2, Local Installation and Service Capabilities of the RFP, does the city desire to have the, vehicle installation onsite at MPD facilities or off-site at a nearby location?	The City prefers the installation to be performed at a location local to the City of Memphis but not on City property. Simple repairs could be done on City property with a mutually agreed upon maintenance agreement.

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34	6.1.1 Table 1 Regarding the approximate 900 vehicles identified in Table 1 with respect to the City's verbal comments during the April 1, 2015 Pre-Bidder meeting, can the City provide clarification for the anticipated ICV rollout schedule for the 900 vehicles?	<p>The City plans to equip patrol vehicles with less than fifty thousand miles at the time of LEEVD implementation and newly purchased patrol vehicles moving forward from that date with the ICV/AVL solution. This projection may vary at the City's discretion. Below is the projected vehicle schedule:</p> <p>2013 113 Vehicles  2014 115 Vehicles  2015 132 Vehicles  2016 115 Vehicles  2017 135 Vehicles  2018 135 Vehicles  2019 135 Vehicles  Total of 880 (these numbers may change)</p>
35	Regarding general connectivity to the City's CAD for AVL integration; does Intergraph have a current API/SDK for this connectivity?	Intergraph has existing API for the CAD / AVL interface. Please refer to RFP section 7.2.4.3.
36	Will MPD provide floor space that is ready for installation of back office storage area network equipment that is environmentally controlled and secure at each of the precinct offices and a centralized data center?	Secured and controlled data-center environment does not currently exist at the Precincts. A centralized data center is available. The Vendor should specify what is required in the response.
37	Attachment A Addendum A requires a multiregional storage facility. Please clarify multiregional requirement storage facility requirements.	Distance between sites should be such that a major natural disaster or CBRN (chemical, biological, radiological, nuclear) event does not disrupt data confidentiality, availability, or integrity.
38	6.3.10.2 Please clarify the intent of this section. Is the Vendor to provide the off-site locally hosted storage facility per this section or will City provide? 6.3.10.2. Local Hosting: The Vendor will include all hardware, software, operating systems, networking and transport capabilities for primary, backup, and off-site locations.	In the response, the Vendor will propose the data storage solution pre-requisites. Yes, the Vendor will include all hardware, software, operating systems, networking and transport capabilities for primary, backup, and off-site locations.
39	What is the expectation of how FOIA and evidence dissemination will be satisfied relative to archive and redaction requirements?	Link to the Tennessee Open Records Act: <a href="http://www.comptroller.tn.gov/openrecords/pdf/Open%20Records%20draft501.pdf">http://www.comptroller.tn.gov/openrecords/pdf/Open%20Records%20draft501.pdf</a> . The Vendor should describe how the proposed solution supports FOIA, evidence dissemination in a secure environment.
40	Regarding the requirement in Section 9.12. Minority and Women Business Enterprise Participation (M/WBE): we (TASER) are the sole manufacturer of the TASER AXON product line and therefore do not use subcontractors. How would the City like us to indicate this since filling out the form is required with our submission?	Refer to RFP Sections 3.1 and 9.12.
41	We have successfully registered on the City's ebusiness site. Are we required to utilize this site for anything else during the RFP process? (i.e., submission of our proposal, viewing Addenda, etc.)?	We are not aware of any further requirements to access the City's ebusiness site to respond to the RFP.
42	In Section 9.1, given the short timeframe between finalists identified (5/22/15) and wear testing site visits (5/26/15), can you confirm the exact types and models of vehicles where the testing units will be installed?	2015 Dodge Charger
43	In section 9.1.7, the Wear Testing period, will all five vehicles and the officers be in the same facility or in different facilities?	The vehicles and officers used in the wear testing will be from the same facility.
44	For Section 9.1 Schedule of Events, what is the planned duration for the demonstration phase for the installation in the 5 vehicles?	Please refer to RFP Section 9.1 for the schedule of events.

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45	Does the City have an existing Virtualized Server environment (VMWare, Microsoft HyperV, etc.)? If yes, will the City allocate licenses and/or computing resources to this project?	The City will not provide licenses and/or computing resources to this project.
46	Is the City a current NetMotion Client? If no, does the city use a similar platform such as RadiolIP?	Currently the city does not use a similar platform. We welcome any information and/or recommendation not been listed in the RFP that might be beneficial.
47	In Section 6.1.3.1, the Intergraph CAD system is on an exclusive domain but does not have a connection to the City or Police domain. Will the video system be allowed to have a trust connection with the CAD system? If not, how does the City propose data be interchanged?	Yes. There will be a connection between the CAD domain and the video system.
48	The RFP notes a project completion of two years, yet in the pre-bid meeting it sounded as if this project would go longer than that. Can the city commit that the project will be completed in two years? If not, can the city better explain the timeline and schedule for this project?	The City expects the Vendor to propose a project completion timeline with their response to the RFP. During contract negotiations, the City and the Vendor will mutually agree on a Project Timeline.
49	In Section 6.3.8.3, the solution software will provide a comprehensive audit of ALL functions and transactions and include, at a minimum, the following information: a) IP address, b) MAC address, c) date and time stamp, and d) watermarking of the video showing who is viewing or downloading the video. Are detailed audit logs sufficient to meet this requirement or does the department require a permanent watermark (i.e. a copy of the video with watermark embedded) for each video viewed by a user assuming they can only watch it and cannot download it? Or is watermarking only required for video that may be downloaded?	The original video must not be altered in any way. Auditing must be included. Watermarking with a personal identifier is preferred because of the ease of identifying who is viewing and/or downloading video.
50	In Section 6.3.8.4, the solution requires the user to provide dual factor authentication and provide identifiable information of the user as listed above. The audit will reflect all the above information, at a minimum. Please clarify. Will that mean the desired function is that once a user logs in the workstation with 2 factor, they also need to do 2 factor on the application? Or will it be assumed that once 2 factor is done on workstation (OS) level, then single factor is sufficient?	The Vendor will propose a solution that must comply with the CJIS security policy.
51	In Section 6.3.10.2, Local Hosting: The Vendor will include all hardware, software, operating systems, networking and transport capabilities for primary, backup, and off-site locations. The Vendor will be responsible for the: a) Installation, b) Testing, and c) Maintenance and support of all components of the local hosting solution. Section 6.3.13.3 (Remote Hosting) reiterates the requirement for "fully redundant, multi-regional (location), fault-tolerant storage" that is outlined in 6.3.10.1. However Section 6.3.10.2 is absent of this language. Please verify that the same requirements apply to 6.3.10.2.	Section 6.3.10.1 applies to Section 6.3.10.2 and Section 6.3.10.3.
52	In Section 6.3.11.3, Redaction: The proposed solution must have the capability of redaction in accordance with Tennessee state law. The original video must remain unaltered. Can you specify what Tennessee state law is for redaction of video? Also, what specific redaction abilities do you require?	Refer to the Tennessee Open Records Act link: <a href="https://www.comptroller.tn.gov/openrecords/pdf/Open%20Records%20draft501.pdf">https://www.comptroller.tn.gov/openrecords/pdf/Open%20Records%20draft501.pdf</a>

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53	In Section 7.2.2.5, The City desires the BWC system video recording to be of equivalent resolution to that of normal human vision. The Vendor will describe how the proposed camera system meets this requirement. Researchers in this field have published varying opinions as to the difference between cameras and the human eye. Could the department clarify the technical requirements (megapixel, field of view, light sensitivity, resolution etc.) requirements for the BWC system?	The Vendor will provide the technical specifications of the proposed equipment to meet the needs of the Memphis Police Department as described in the RFP.
54	In Section 7.2.4.5, the AVL/GPS system utilizes an Application Programming Interface (API) that will provide the following information: a) Current vehicle status, b) Current closest vehicles within configurable number of miles to a known point, landmark, or address, and c) Configurable alerts to notify of: 1) Long stops, 2) Speeding, 3) In-or-out of a geo-fence activity, 4) Long idling times, 5) Fast stop/crash, 6) Fast acceleration and 7) Lights and siren activation. Section 7.2.4.5 States the AVL/GS will provide an API to provide information. Can you articulate what is the receiving system that the AVL/GPS would send the information too? If the ICV has this data, and has an API, what system would the API send the data too?	The AVL / GPS system will provide the information to the Intergraph CAD. Also, the information can be provided to a Vendor provided monitor if a component of the Vendor's solution.
55	In 7.2.7.1, a) Memphis Police Department Geographic Information System (GIS)/mapping system for map-related updates and GPS stamps on the video. What GIS mapping solution/vendor/software is being utilized by the department?	ESRI and ArcGIS
56	In 7.2.7.1 d), currently utilized Personal Digital Assistant (PDA) devices for display of video stream and data. Could the city clarify what it meant by "video stream and data"? Does this refer to video and data stored on the server?	The capabilities of the PDA devices for display of video data is Vendor solution dependent. If available, the Vendor should describe the capabilities for consideration by the City.
57	Att A - Spec ID # 13 Question: What specifically does this mean? This question was among a series that were reporting health status of hardware and software pieces, so it sounded like we're checking the health status of the officer? More likely they mean who's logged in or something like that. But there's many different things they might mean here.	The City is establishing if the Vendor's solution allows for starting and/or stopping the device depending on the status of the incident to which the Officer is assigned. For example, the arrival of the officer on scene will automatically activate the BWC.
58	Att A - Spec ID # 71 Question 1: If we offer only a local storage solution, does this still apply or is this only for Cloud based solutions?	The City is evaluating if the Vendor's proposed solution will upload to a secure CJIS-compliant web hosting solution. Reminder, the locally hosted solution must be configured to be CJIS compliant as well.
59	Att A - Spec ID # 71 Question 2: Does the City want us to upload videos to a web hosting solution that is already in place with their RMS?	There is no City RMS web hosting solution.
60	Att A - Spec ID # 72 Question: Please clarify if this is required for local or both, cloud and local.	The City is evaluating the Vendor's proposed solution will upload to a secure CJIS-compliant web hosting solution. Reminder, the locally hosted solution must be configured to be CJIS compliant as well.
61	Att A - Spec ID # 171 Question: What is the difference between "low-light resolution" and "user-defined range of low light resolution"?	Specification #171: The City is evaluating if the low light resolution capability is user definable as opposed to a static setting.
62	Att A - Spec ID # 195 Question: Does the MPCC currently have or is it planning to purchase Intergraph's EdgeFrontier CAD integration platform?	The acquisition of Intergraph EdgeFrontier is being considered by MPD.
63	Wireless: Who is responsible for the data plan?	The City will consider the Vendors proposed solution.
64	Wireless: What boundaries are expected on the WIFI?	The City will consider the Vendors proposed solution.

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65	Video storage: How many shifts for each precinct?	Four
66	Video storage: How many hours per shift?	Eight hour shifts
67	Video storage: What is the maximum number of vehicles out in one shift?	270-299. Can depend on the situation as well.
68	Video storage: What is the desired retention date for video stored "online"?	<p>Specific video retention policies are in the process of being developed by the City of Memphis. For the purpose of estimating storage requirements for the response to this proposal, provide for 3 years of on-line storage for all video data collected, with the option of up to 5 years of on-line video data storage for all video data collected. The data will be written to archive storage after the active storage time frame.</p> <p>The City understands that utilizing retention policies have the possibility of reducing the needed storage requirements. The Vendors are welcome to provide discussion on this issue. However, for the purposes of comparing costs of solutions, please adhere to the 3 years (up to 5 years optional) of on-line storage of all video evidence.</p>
69	RFP 13.2.3 Page 79 Question: Please clarify what a timely manner looks like to the City, i.e. hours, days or a week?	48 hours.
70	RFP 13.2.3 Page 80 Question: Please define what a "critical" priority software error is, i.e. the whole fleet down or one car down?	Critical priority software errors are solution dependent and will be determined during contract negotiation.
71	RFP 14.2.1 Page 81 Question: How is "99 percent" measured?	Less than two hours a week of downtime for data transfer, storage and access. Terms and conditions of uptime will be established during contract negotiation.
72	RFP 16.2.7 Page 84 Question: Is this in reference to one car or multiple cars?	One. CJIS security policy must be met by all components.
73	RFP 16.2.9 Page 84 Question: Is this Ao calculation or system MTBF calculation?	A calculation established during contract negotiation.
74	RFP 17.2.9 Page 88 Question: Please clarify if this question is referring to a "camera" upgrade/change by the manufacturer or is this referring to a defective piece of hardware?	RFP Section 17.1.9: Defective hardware is covered by warranty.
75	Does the Department have any Network Topology diagrams available that show the connectivity between the buildings?	Network Topology diagrams are not available at this time. The documents will be provided to the successful bidder.
76	Can you please tell me what manufacturer and model do you have for Laptops in the patrol cars and the same for the radios the policeman are wearing?	MPD does not currently have laptops in the vehicles. The radios are Motorola XTS 5000.